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Breaking the Ice between Government and Business

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Jianwei Liu, born on 1 March 1981 in Dalian, China, is to obtain his PhD degree in September 2010 in Information Systems & Logistics at the Faculty of Economics and Business Administration, Vrije Universiteit Amsterdam. During his PhD research in 2007-2010, he has been working on the EU-funded ITAIDE eCustoms project and has become an expert in the Customs procedure redesign. His research focuses on the IT-enabled control procedures redesign, building new forms of government-to-business relationships, and government policy modelling. He is the author or co-author of articles published in *The International Journal of Accounting Research*, *Government Information Quarterly*, *International Journal of Electronic market* and *International Journal of Electronic Government*.

The emergence of e-Government has transformed the traditional government-to-business (G2B) relationship to a new form. The ice between government and business has begun to melt, so that the old style of stiff and counter-productive control/be-controlled relationship is no longer necessary; instead, more trust-based network collaboration with ICT facilitation has become desirable for both government and business.

This thesis propounds a novel view on the government-to-business (G2B) relationship in the information age. The research is set in the context of interactions between Customs administrations and trading companies. Two lines of research are drawn in this thesis:

First, it supports IT-enabled redesign for better e-Government/Customs control procedures. In order to do so, a software-supported systematic approach called “e³-control” has been developed. The “e³-control” is a self-contained redesign methodology with a clear, step-like arrangement, which makes it easy for any domain practitioners to understand and practice in various redesign situations. In the thesis, four real-life cases applying the “e³-control” methodology in different geographical and industrial environments are presented.

Second, to solve the dilemma of increased security and control requirements and at the same time to decrease the administrative burden for the European governments/businesses, we propose forming trusted collaboration between the government and businesses to lower the transaction cost. However, trust ought not to be granted by default; realizing the underlying social-economic reasoning and building up models on these issues may help both government and business to better understand what is going on during this transition. In the case of the Authorized Economic Operator (AEO), we discuss problems and requirements for building such a trusted relationship, we model corresponding solutions and we recommend an evaluation framework for IT innovation in a G2B context.

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